

Job Title: Course Administrator – BA (Hons) Hand Embroidery

Reports to: Course Leader / Head of BA Programme

Salary: £24,000–£26,000 per annum

Location: Royal School of Needlework, Hampton Court Palace, East Molesey

This is a full-time, onsite role working Monday to Friday, 9am to 5pm. No remote working arrangements are possible.

Job Overview:

Royal School of Needlework (RSN) is seeking a Course Administrator to support the administration of the BA (Hons) Hand Embroidery programme. This is an entry-level, full-time position suitable for someone passionate about education, administration, and the arts. The successful candidate will play a vital role in ensuring the smooth running of the programme, assisting students and faculty, and maintaining high standards of organisation and communication.

This is a full-time, onsite role working Monday to Friday, 9am to 5pm.

Key Responsibilities:

- Assist the Course Leader and academic staff with day-to-day administrative tasks
- Manage course materials, timetables, and resources for the programme
- Assist with the preparation and distribution of student handouts, assessments, and feedback
- Help organise meetings, workshops, and other programme-related events
- Be a key point of contact for students, answering their queries related to the course and offering administrative support
- Assist with student registration, attendance tracking, and maintaining up-to-date student records
- Support the induction process for new students and provide ongoing guidance throughout their studies
- Assist with the scheduling of coursework, assessment deadlines, and exhibition planning
- Support the monitoring of student progress and the preparation of relevant reports

- Help coordinate student assessments, manage submission deadlines, and communicate academic requirements
- Liaise with students, staff, and other departments to ensure effective communication
- Send out course updates, reminders, and newsletters to students and faculty
- Work closely with the admissions team to support the recruitment and enrolment of new students
- Assist with general office tasks such as document filing, data entry, and managing student records
- Help process invoices and manage the budget for course-related activities
- Collect and help analyse student feedback to improve the programme's delivery and student experience

Key Skills and Qualifications:

Essential

- Strong organisational skills with an ability to manage multiple tasks effectively
- Excellent communication skills (both written and verbal) and a customer-focused approach
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)
- Ability to work both independently and as part of a team
- High attention to detail, with a focus on accuracy in administrative tasks

Desirable

- Previous administrative experience, particularly in an educational setting
- A basic understanding or interest in hand embroidery or textile arts
- Familiarity with learning management systems or student record databases
- A proactive and enthusiastic approach to work

How to apply

Please submit a covering letter stating why you think you are suitable for the role along with your CV to HR@royal-needlework.org.uk. Applications close on Friday 12th September.